Welcome Packet

POST TRAUMA RESOURCES, LLC

www.posttrauma.com

Solutions for life's toughest problems

Post Trauma Resources, LLC

WELCOME TO Post Trauma Resources

Your decision to embark on this transformative journey speaks volumes about your courage and commitment to personal well-being. We are genuinely honored that you've chosen us to accompany you on this path of self-discovery and healing.

In our practice, empathy is at the core of everything we do. Our experienced therapists not only bring a wealth of expertise but also an abundance of compassion to guide you through the intricacies of your unique journey. Together, we'll explore, understand, and work towards the positive changes you seek.

Your trust in us is the foundation of our therapeutic partnership, and we are dedicated to providing you with the highest level of care. Thank you for choosing our Post Trauma Resources. We are excited to be a part of your story and support you in realizing your fullest potential.

NEW CLIENTS' Checklist

- [ ] Contact PTR with personal and insurance information to schedule the initial appointment
- [ ] Complete and sign intake documents delivered to your email through our secure Client Portal
- [ ] Upload copies of your insurance card to our secure Client Portal or bring it to your appointment to be uploaded
- [ ] Want the convenience of skipping the payment window at your visits? Sign up for AutoPay and your copay will process automatically after your appointment.
- [ ] Arrive at least ten minutes early for your initial appointment , twenty minutes if you have not completed your paperwork online Ahead of time.
- [ ] At least 24 hours' notice must be given if you need to cancel or reschedule your appointment. New client appointments may only be rescheduled once.

PREPARING FOR YOUR *First Visit*

Before your first therapy session, take some time to consider the following:

- [ ] Reflect on why you're seeking therapy. Identify specific concerns, challenges, or goals you want to address.
- [ ] Clarify your expectations and what you hope to achieve through therapy. Consider both short-term and long-term goals.
- [ ] Identify any potential barriers to attending therapy, such as transportation, scheduling conflicts, or financial considerations. Addressing these in advance can help ensure a smoother experience.
- [ ] Be prepared to share some aspects of your personal history, including relevant family dynamics, significant life events, and past experiences with therapy if applicable.
- [ ] Assess your level of commitment to the therapeutic process. Understand that therapy often requires time, effort, and consistent attendance to see meaningful results.
- [ ] Acknowledge any emotions or apprehensions you may have about starting therapy. Recognize that it's okay to feel a mix of emotions, and therapists are trained to provide support in navigating these feelings.
- [ ] Understand the therapist's confidentiality policies and discuss any concerns you may have about privacy.
- [ ] Remember that your first session is an opportunity to explore whether the therapist is a good fit for you. It's okay to ask questions and take the time to assess whether you feel comfortable and understood. The more open and prepared you are, the more effective and beneficial your therapy experience can be.
- [ ] Remember that the first session is a starting point, and therapy is a collaborative process. It’s normal to feel a mix of emotions, and your therapist is there to support you throughout your journey. The therapeutic relationship often deepens over time as trust is built.

NEW CLIENTS

What to Expect

During your first therapy session, you can expect a supportive and collaborative environment where the therapist aims to understand your concerns and establish a foundation for future sessions. Here's what you might encounter:

1. **Discussing Goals and Concerns:** The therapist will likely ask about your reasons for seeking therapy and any specific goals you have. This is an opportunity for you to share your concerns and what you hope to achieve.
2. **Exploring Personal History:** The therapist may inquire about your personal history, family background, and significant life events. This helps them understand your context and identify patterns.
3. **Setting Expectations:** The therapist will discuss their approach to therapy, the structure of sessions, and what you can expect in terms of confidentiality, session frequency, and duration.
4. **Building Rapport:** Establishing a comfortable and trusting relationship is crucial. The therapist may ask about your preferences and any previous experiences with therapy.
5. **Assessment and Evaluation:** In some cases, the therapist may conduct initial assessments or evaluations to gather more information about your mental health and well-being.
6. **Open Communication:** Therapy encourages open communication. Feel free to ask questions about the therapeutic process, share your thoughts, and express any concerns.
7. **Exploring Coping Strategies:** Depending on your needs, the therapist might introduce initial coping strategies or tools to help you manage challenges.
8. **Discussing Treatment Plan:** Towards the end of the session, the therapist may discuss a preliminary treatment plan. This could include the focus of future sessions and potential therapeutic approaches.
9. **Feedback and Questions:** You'll likely have the opportunity to provide feedback on the session and ask any additional questions you may have.
10. **Planning for Future Sessions:** If both you and the therapist agree, you may schedule future sessions and discuss the frequency of your appointments.

NEW CLIENTS

Children as Clients

Childhood is an important time for developing coping skills that will be important throughout their lives. When children are struggling, it can sometimes be difficult to know how to help. Likewise, children often try to hide their struggles from their parents for fear of disappointing or overwhelming them. Therapists can be an important support for both children and parents in getting past difficult times.

Please be aware of the following special guidelines that apply to our therapists who work with children:

PARENT/LEGAL GUARDIAN MUST ATTEND FIRST APPOINTMENT

For a child's initial therapy session, it is necessary for a biological parent or legal guardian to attend in order to provide vital information that will be used to establish a treatment plan. For future appointments, a trusted adult such as a relative may accompany the child. If a parent wants the accompanying adult to be able to communicate with the therapist, an Authorization for Release of Confidential Medical Information must be signed. Your therapist can provide you with this document.

LIMITS OF OUR CHILD THERAPY SERVICES

It's important to note that our therapists are not trained nor equipped to execute child custody evaluations or offer legal guidance regarding parental visitation, child custody, fitness to parent, or any other legal or custodial concerns. Additionally, we do not provide forensic interviews, abuse clarification therapy, or reunification therapy services.

CONFIDENTIALITY OF MINORS

For minor clients under the age of 16, parents may be legally entitled to some information about the therapy. The therapist will discuss with you and your parents what information is appropriate for the parents to receive and which issues are more appropriately kept confidential.

For minors ages 16 and 17, special confidentiality laws apply and will be discussed with you by the therapist.

NEW CLIENTS

Children as Clients

SEPARATED/DIVORCED PARENTS

For child clients whose parents are separated or divorced, the parent authorizing treatment and/or bringing the child to the appointment on a particular date of service is responsible for any required payments. All payments are due in full at time of service. If a divorce decree requires the other parent to pay all or part of the treatment costs, it is the authorizing parent's responsibility to collect it from the other parent. Post Trauma Resources will not act as a mediator for the collection of these payments.

Any court orders addressing custody should be uploaded to the child's file to ensure that the therapist remains in compliance with the order(s).

Both biological parents have equal rights to information about the child's treatment, regardless of custody. Exceptions will be made if there is a court order terminating or limiting a parent's rights or if a parent is the alleged perpetrator of abuse, in which case the therapist may legally choose to limit the nature of the information shared with that parent.

Stepparents and non-custodial grandparents have no legal rights to authorize services, receive information, or release information about a spouse or paramour's biological child or grandchild. If a stepparent or grandparent is to be involved with a child's treatment, the therapist must have either an Authorization for the Release of Confidential Medical Information signed by a biological parent or a court order giving them legal custody of the child.

PAYMENT RESPONSIBILITY

Child clients are subject to missed and late-cancel appointment fees as detailed our practice policies, regardless of which parent was responsible for scheduling the appointment and/or failing to bring the child for the appointment. Missed appointment fees must be paid prior to the next scheduled appointment, regardless of which parent brings the child to that appointment. Failure to pay the fees prior to that time may result in cancellation of the next appointment. Post Trauma Resources will not act as a mediator for the collection of these payments.

If requested, both biological parents may be set up as contacts on a child's account in our secure Client Portal so that both have access to the child's scheduled appointments.

USING OUR SECURE

Client Portal

Convenient and Secure

Text and Email Reminders

Confirm, Cancel, and Request Appointments*

Secure messaging*

Simple Online Payment with AutoPay

* Restrictions may apply

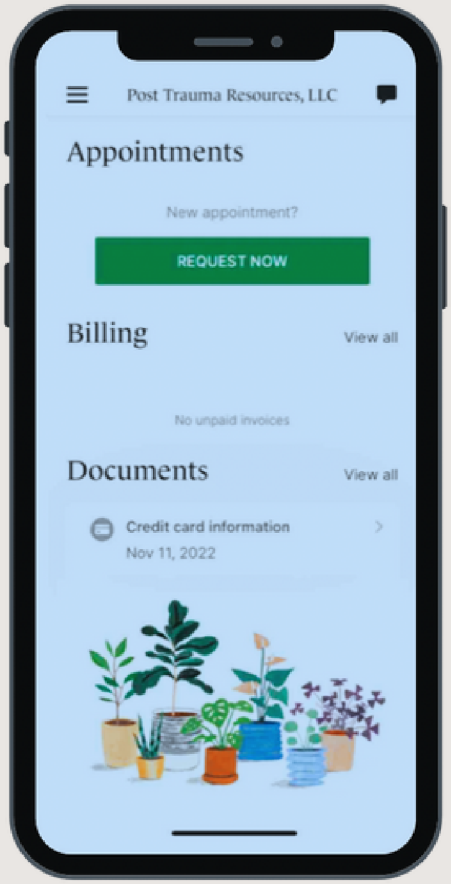
Four Easy Ways to Access the Client Portal

1. Download the **SimplePractice Client Portal** app for iPhone from the App Store. Open the app, and enter the email address that you have on file with our office. The software will email a link that you can click to enter the Client Portal app. Once inside the Client Portal app, you can use the menu (three stacked lines at upper left) to change your Security settings if you wish to use FaceID or a password to open the app in the future.

2. Go to **www.posttrauma.com** and click the Client Portal button. Click "I'm an existing client." Enter the email address that you have on file with our office. The software will email you a link that you can click to enter the Client Portal. For your protection, you will need to repeat this process each time that you enter the Client Portal using the web app.

3. Using the web browser on your smartphone, tablet, or desktop, bookmark the following address:
HTTPS://POSTTRAUMARESOURCES.CLIENTSECURE.ME
Click "I'm an existing client." Enter the email address that you have on file with our office. The software will email you a link that you can click to enter the Client Portal. For your protection, you will need to repeat this process each time that you enter the Client Portal using the web app.

4. Scan this **QR code** to access the Client Portal online: Click "I'm an existing client." Enter the email address that you have on file with our office. The software will email you a link that you can click to enter the Client Portal. For your protection, you will need to repeat this process each time that you enter the Client Portal using the web app.



Practice Policies

The remaining pages are copies of the Practice Policies included in the intake documents that you will receive through our secure Client Portal ("Simple Practice") prior to your first appointment. Please review the policies carefully and apply your electronic signature to the documents received through the Client Portal.

SAFE HAVEN POLICY

Since 1982, Post Trauma Resources has provided specialized trauma recovery therapy for people who have been victims of crime, abuse, and interpersonal violence, as well as for first responders affected by their exposure to trauma. Post Trauma Resources is committed to maintaining our office as a safe haven for these clients.

Therefore, people who have been alleged to commit or have been criminally charged with committing an interpersonal crime, violent offense, domestic abuse, or child abuse are not eligible to receive services through Post Trauma Resources. If we are unable to serve you for this reason, we will provide you with a referral to another community resource that may be more suitable for your needs.

CONFIDENTIALITY

The information you share in counseling is considered to be "protected health information' and is confidential under both state and federal law. Information about your treatment at Post Trauma Resources, LLC, will only be released if requested by you in writing or unless commanded through an official court order signed by a judge.

There are a few exceptions when state and federal law requires us to disclose information to certain organizations without your consent. Circumstances that require us to make a Mandated Report include the following: you are deemed to be at imminent risk of suicide; you are planning to cause serious physical harm to someone else; and/or a child (under age 18) or vulnerable adult has been or is being abused or neglected.

Therapists are obligated by state law and their professional codes of ethics to establish and maintain appropriate professional boundaries with clients and, in some cases, clients' family members.

Practice Policies

State law also permits the release of specific records to your health insurance carrier without your consent when necessary to process a claim for services. This information may include the type(s), cost(s), date(s), and provider(s) of any services or treatments that you receive as well as your diagnosis.

If you need to obtain a copy of your medical records, written authorization must be given in accordance with our Procedures for the Release of Medical Records as well as our Notice of Privacy Practices. These documents are updated periodically, and the latest updates can be obtained from your therapist or the Practice Manager.

If you are attending treatment services as a result of an approved workers' compensation injury, certain parties involved in your case will have access to your billing and clinical records in accordance with state laws governing the handling of your workers' compensation treatment. These parties include your attorney, your employer's attorney, your case manager, your adjustor, and/or other professionals directly involved with workers' compensation case. Your consent is not required in order to release information related to treatment under workers' compensation coverage.

DUAL RELATIONSHIPS - Your therapist may not have a personal or social relationship with you. Sexual relationships between therapists and clients are prohibited by law. If you run into your therapist in public, he or she will not acknowledge you first so that your confidentiality is protected.

CONFLICTS OF INTEREST- From time to time, actual or potential conflicts of interest may arise. In the event that the therapist becomes aware of a conflict of interest in providing treatment to you, he or she may be required to refer you to another therapist. They generally will not be able to advise you of the nature of the conflict due to the rules of confidentiality. Regardless of the existence of a conflict of interest, all of your information will remain confidential.

SOCIAL MEDIA - Due to the importance of your confidentiality and the importance of minimizing dual relationships, the therapist cannot accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). Adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

Practice Policies

TERMINATION POLICIES

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to facilitate closure. The appropriate length of the termination process depends on the length and intensity of the treatment.

TREATMENT COMPLIANCE - Therapy can only be successful if the client participates fully in the therapeutic process. This includes making and attending regular appointments, making productive use of the time spent in session, following through with treatment recommendations outside of sessions, and managing the financial obligations of treatment responsibly. If the client is not meeting any or all of these components, the therapist may terminate treatment on the grounds of treatment noncompliance after discussing these factors with you.

TERMINATION - If therapy is terminated for any reason, we will provide you with a list of qualified therapists in the community who may be able to treat you. You may also choose someone on your own or from another referral source.

Failure to schedule an appointment for eight consecutive weeks, unless other arrangements have been made in advance, is considered as discontinuation of the professional relationship for both legal and ethical reasons.

FINANCIAL POLICIES

CONTRACTED INSURANCE PLANS - Post Trauma Resources will file insurance, EAP, and/or Department of Victims' Compensation claims for those clients who provide the necessary coverage information. In order to submit your claims most efficiently, we ask that you keep us informed of any changes to your insurance plan, eligibility, or address. Post Trauma Resources is an In-Network Provider on most major insurance plans. If you are uncertain as to whether we are an In-Network Provider under your plan, please contact your insurance company prior to scheduling your appointment.

Practice Policies

COLLECTION OF COPAYMENT AND DEDUCTIBLE – All clients must make their copay and/or pay any unpaid insurance deductible due in full at the time of service.
In accordance with our contractual agreements with insurance panels, we are unable to waive copays for any reason. For adolescent or adult clients whose charges will be paid by another party (spouse, parent/guardian, etc.), this payment should be made prior to the scheduled appointment time by calling our Billing Manager or paying online through our secure Client Portal. Failure to make payments as required may result in cancellation of the appointment and/or termination of therapy services.

BALANCE DUE - If you have an outstanding balance on your account, you will receive a billing statement by email through our Client Portal. This statement outlines the charges and payments as well as the balance that is due from you. This balance is due upon receipt of the statement and can be paid easily through our Client Portal using a debit/credit card or by bringing or mailing payment to our office. If you have questions regarding the statement, or if you are working with your insurance company to obtain payment on a denied claim, please contact our Billing Manager as soon as possible so that your account remains in good standing. If your family is experiencing extenuating circumstances which will prevent payment of your copay or any balance due at the time of service, this matter should be discussed with the therapist or Billing Manager prior to your appointment.

SELF PAY OR OUT-OF-NETWORK INSURANCE - Payment in full is due at the time of service. If you do not have insurance coverage or your provider is not an In-Network Provider with your insurance, you may contact our Billing Manager for a Good Faith Estimate explaining how much your services will cost. When requested, this Good Faith Estimate will be provided in writing at least one business day before your scheduled appointment. You can also ask your provider, and any other provider you choose, for a Good Faith Estimate before you schedule services. For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises or call 803-765-0700.

EMERGENCIES

Your therapist is available to you only during his or her scheduled office hours. If you or your loved one is experiencing a life-threatening emergency, please visit the emergency department at your local hospital for evaluation or contact the Department of Mental Health Crisis Response Line at 833-364-2274. If the person is experiencing psychosis or is behaving violently, please call 911. For other crisis situations, please call 803-765-0700 and listen for further instructions. Please note that the answering service will NOT be able to assist with scheduling, cancelling, rescheduling, or verification of appointments. Those issues can be managed through our secure Client Portal.

Practice Policies

MISSED OR LATE-CANCELLED APPOINTMENTS

Our providers are in high demand for their expertise, so missed or late-cancelled appointments affect not only the therapist but other clients who could have been served during the time that had been reserved for you. New clients may reschedule their initial appointment only once, even with adequate notice. Repeat cancellations by returning clients, even with adequate notice, will be discussed in session and may signal the need to end therapy until such time that you are able to fully commit to therapy.

A missed appointment is one where the client has not cancelled their appointment and does not show for their scheduled appointment. A late-cancelled appointment is one that is cancelled less than 24 hours before the scheduled appointment time. We reserve the right to charge a $60 fee for your first missed or late-cancelled appointment and the full session rate for any additional missed or late-cancelled appointments. Payment for missed appointments is not reimbursed by your insurance and must be paid in full prior to the next scheduled appointment.

For clients being served under Medicaid coverage, Medicaid regulations prohibit charging for missed sessions or late cancellations. However, three or more late cancellations or missed appointments may result in being discharged from services.

Contact Us

PHONE, FAX, ADDRESS

803-765-0700

803-765-1607

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PTR ONLINE

PostTraumaResources.clientsecure.me

www.posttrauma.com

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